A	KCC Fiscal Years 2002 & 2007 Statistical Complaint Data First Quarter Comparison	FY2002 1Q # of Complaint Codes	FY2007 1Q # of Complaint Codes	FY2002 1Q % of Total Codes	FY20071Q % of Total Codes
Stocker Stoc	Total Complaints for Reporting				
Disconneric Information 153 166 13.5% 17.4% 2.6% 2.0% 2.0% 2.	Billing Issues	415	342	36.6%	35.9%
Disconnection/Refused of Service Issues 153 166 13.5% 17.4% 2.0%	Rates/Charges Issues	69	49	6.1%	5.1%
Sustomer Depost Issues 32 19 2.8% 2.0% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 2.0% 3.4% 3.4% 3.4% 3.4% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.4% 3.5% 3.5% 3.5% 3.5% 3.5% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3% 3.5% 3.3		153	166	13.5%	17.4%
A	Customer Deposit Issues	32	19		2.0%
elephone Service Issues 188					
Quality of Service Issues 96 95 8.5% 10.0%	elephone Service Issues	188	101	16.6%	
Company Unresponsive Issues 121	Quality of Service Issues				
130 138 45.8% 39.9%	•				
130 138 45.8% 39.9%					
Colorage Saues 9 34 3.2% 9.8%		130	138	45.8%	39.9%
Disconnection/Refusal of Service Issues 58					
Customer Deposit Issues 9					
Alegar Issues 6	•		• •		
Company Unresponsive Issues Company Complaints Company Unresponsive Issues Company Unres					
29 34 10.2% 9.8%		J			
Company Unresponsive Issues		20	31		
State Stat					
Cotal GAS Company Complaints Cotal GAS Company Complaints Cotal GAS Company Complaints Cotal GAS Company Complaints Cotal GAS Company Compan					
183		=	•	2.170	2.570
Disconnection/Refusal of Service Issues 63 97 18.6% 30.2%	Billing Issues				
Customer Deposit Issues 20					
Actear Issues 5					
Company Comp					
Quality of Service Issues		5	22		
Score Score Section		-	-		
Son-regulated/Miscellaneous Issues 8 5 2.4% 1.6%					
Total TELECOM Company Complaints Core Reporting Period Core Reporting Pe					
Cotal TELECOM Company Complaints Sor Reporting Period Silling Issues 97 80 20.3% 26.1%				2.4%	1.6%
States S	Total Total	339	321		
Rates/Charges Issues Rates/					
States/Charges Susues 41 10 8.6% 3.3% Disconnection/Refusal of Service Issues 22 9 4.6% 2.9% Dustomer Deposit Issues 3 - 0.6% 0.0% Deter Issues - - 0.0% 0.0% Deter Issues - - 0.0% 0.0% Deter Issues 173 91 36.3% 29.6% Quality of Service Issues 54 46 11.3% 15.0% Dompany Unresponsive Issues 61 53 12.8% 17.3% Dompany Unresponsive Issues 26 18 5.5% 5.9% Dotals By Industry Deterric 284 346 25.8% 35.5% Deterric 284 346 25.8% 33.0% Deterric 339 321 30.8% 33.0% Deterric 477 307 43.4% 31.5% Deterric 1,100 974 Deterric 1,100 1,100 Deterric 1,100		97	80	20.3%	26.1%
Disconnection/Refusal of Service Issues 22 9 4.6% 2.9%			10	8.6%	3.3%
Meter Issues - - 0.0% 0.0% Gelephone Service Issues 173 91 36.3% 29.6% Quality of Service Issues 54 46 11.3% 15.0% Company Unresponsive Issues 61 53 12.8% 17.3% Non-regulated/Miscellaneous Issues 26 18 5.5% 5.9% Totals By Industry 307 Electric 284 346 25.8% 35.5% Gas 339 321 30.8% 33.0% elecom 477 307 43.4% 31.5% Total 1,100 974		22	9		2.9%
Telephone Service Issues 173 91 36.3% 29.6%		3	-		0.0%
Quality of Service Issues 54 46 11.3% 15.0% Company Unresponsive Issues 61 53 12.8% 17.3% Non-regulated/Miscellaneous Issues 26 18 5.5% 5.9% Sotal 477 307 Cotals By Industry 284 346 25.8% 35.5% Gas 339 321 30.8% 33.0% Felecom 477 307 43.4% 31.5% Cotal 1,100 974		-	-		
Company Unresponsive Issues Non-regulated/Miscellaneous Issues 26 18 5.5% 5.9% 477 307 Cotals By Industry Clectric 284 346 25.8% 35.5% Clectric 339 321 30.8% 33.0% Elecom 477 307 43.4% 31.5% Cotal 1,100 974			91		
Non-regulated/Miscellaneous Issues 26					
Fotal 477 307 Sotals By Industry 284 346 25.8% 35.5% Gas 339 321 30.8% 33.0% elecom 477 307 43.4% 31.5% fotal 1,100 974					
Totals By Industry Electric 284 346 25.8% 35.5% Gas 339 321 30.8% 33.0% relecom 477 307 43.4% 31.5% Total 1,100 974				5.5%	5.9%
Electric 284 346 25.8% 35.5% Gas 339 321 30.8% 33.0% elecom 477 307 43.4% 31.5% fotal 1,100 974	otal	477	307		
Electric 284 346 25.8% 35.5% Gas 339 321 30.8% 33.0% Felecom 477 307 43.4% 31.5% Fotal 1,100 974	otals By Industry				
Gas 339 321 30.8% 33.0% elecom 477 307 43.4% 31.5% fotal 1,100 974		284	346	25.8%	35.5%
Telecom 477 307 43.4% 31.5% Sotal 1,100 974					
Total 1,100 974					
Number of Consumer Info Records Created 1.242				10.770	01.570
	Number of Consumer Info Records Created	1,363	881		